Online Troubleshooting Help:

➢ If you have an Existing Account, you can now login by going to www.midlandtexas.gov , click the "pay my bill" link, and then click the next "pay my bill" link. Click the "Login" link in the upper right hand corner of the page.

If you have yet to migrate your account from the old bill pay site, you will do so by entering your prior login information, which was your Account ID (example: 12345-67890) and Password.

LOGIN BEFORE MIGRATION

Once you migrate your account, you will login using your email address and password.

LOGIN AFTER MIGRATION

***Please note that if you are using a mobile device or your screen is minimized, all links described will be accessed by clicking the menu bar (the three bars) in the upper left corner of each page.

Mobile or Minimized Screen Menu Bar

➢ If you never had a City of Midland Bill Pay Account, you will need to create a New User: You will need a current copy of your Utility Bill to complete the New User Registration. Go to www.midlandtexas.gov, click the "pay my bill" link, and then click the next "pay my bill" link. Click the "Create New User" link in the upper right hand corner of the page. If you have an existing account, follow the "Login" steps above.

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On the Create New User page, fill in all the required information and click the "Create New User" button on the bottom of the page. You will be sent an email that will state "Click this link to enable your account." After you click the link, an enable email page will confirm that "Your email has been

enabled. You may now use it to login." Click the "Login" link to continue to the User Login Page. Enter your email address and the password you created.

On the Home Screen, you will click the "Select Account Link" on the left side of the page. In the center of the page, you will click "Add Account." From the Add Account page you will enter your Account ID and the Current Bill Due Date, and then click Submit.

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